

THE COMMISSIONER OF PATENTS AND TRADEMARKS
WASHINGTON, D.C. 20231

Sir:

Transmitted herewith for filing is the Utility patent application of:

INVENTOR:	Rycharde Jeffery HAWKES, Lawrence WILCOCK, Colin Andrew LOW and Johannes Maria Victo DAANEN
FOR:	CONTACT CENTER

Enclosed are:

- ☒ 21 sheets of ☒ formal ☐ informal drawings.
- ☒ Certified copy of GB patent application 0025461.5, filed October 17, 2000. Priority is claimed if not already of record.
- ☒ Notice of Priority under 35 U.S.C. § 119.
- ☐ An Information Disclosure Statement with PTO Form 1449 and references.
- ☐ A preliminary amendment.

- ☒ The filing fee is calculated as shown below:

FOR	NUMBER FILED		NUMBER EXTRA	RATE	CALCULATIONS
TOTAL CLAIMS	29	-20	9	x\$18 =	\$162.00
INDEPENDENT CLAIMS	2	-3	0	x\$84 =	0.00
MULTIPLE DEPENDENT CLAIM(S) (if applicable)				+\$270 =	\$0.00
BASIC FEE					\$740.00
TOTAL OF ABOVE					\$902.00
REDUCTION BY 1/2 FOR FILING BY SMALL ENTITY (note 37 C.F.R. §§ 1.9, 1.27, 1.28). IF APPLICABLE, VERIFIED STATEMENT MUST BE ATTACHED					-0.00
TOTAL					\$902.00

- ☐ Please charge my **Deposit Account Number** _____ in the amount of _____ to cover the filing and assignment recordation fees. A duplicate copy of this paper is enclosed.
- ☐ A credit card authorization for \$ _____ to cover the filing and assignment recordation fees is enclosed.
- ☐ The Commissioner is hereby authorized to charge any additional fees associated with this communication, including patent application filing fees and processing fees under 37 C.F.R. § 1.16 and 1.17, or credit any overpayment to **Deposit Account Number** _____.

Respectfully submitted,

Allan M. Lowe
Allan M. Lowe
Registration Number 19,641

LOWE HAUPTMAN GILMAN & BERNER, LLP
1700 Diagonal Road
Suite 310
Alexandria, Virginia 22314
(703) 684-1111

October 15, 2001